



ABSTRACT AND BIOGRAPHY

10 Pretty Good Rules on Customer Relations

How often do you take to internalize why you may not be getting along with or meeting the expectations of certain customers? This presentation identifies 10 “pretty good rules” that can help you develop better customer relationships and enhance communication with customers, peers, and management. With today’s busy schedules and methods of electronic communication, we sometimes overlook the basics and importance of face-to-face communication and protocols. Going back to some basic principles and applying lessons learned from both negative and positive experiences is sometimes the most effective means in addressing the communication gap. When we communicate effectively, we can accomplish great things.

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Ms. York, ARES Corporation, is the Program Manager for the International Space Station Program Integration and Control Contract at JSC. In this capacity she is responsible for the management of the contract which provides the following services for the ISS Program Office: Systems Analysis and Integration, Information Technology, Business Management functions (assessments, cost estimating, scheduling), International Partner Integration, Engineering and Technical Services, Configuration Management/Data Management, and Safety and Mission Assurance (S&MA).

Prior to this position, Ms. York served in numerous management capacities within the S&MA disciplines, including S&MA Manager for ISS PI&C, S&MA Contract Independent Assessment, Advanced Programs and Analysis, Space Shuttle Level II, Failures Modes and Effects/Critical Items List.

Ms. York has supported NASA missions since early Apollo and was awarded a Silver Snoopy for her efforts developing Program-level requirements for the Failures Modes and Effects/Critical Items List re-evaluation after Challenger.